JOYCE SOLUTIONS

FLEXSUPPORT

On-Demand Data Centre Support Services. Any Time. Any Location.

The business world is constantly changing, and so are your technology requirements. With FlexSupport, you can access our full range of industry-leading data centre services on a flexible, pay-as-you go basis.

Your data centre is unique, and we believe your service package should be too. We work with you to provide comprehensive support that is fully tailored to your business requirements, timescales and budget. So you only pay for the services you need, when you need them. Simple.

WHAT IS FLEXSUPPORT?

FlexSupport is a pay-as-you-go, fully-managed solution to all your IT infrastructure requirements.

From equipment installation and configuration, to secure decommissioning, to extensive auditing and connectivity management, our highly-skilled engineers are on-hand to provide consistent, high-quality and specialised support that you can rely on.

WHY CHOOSE FLEXSUPPORT?

◀ **First-Time Success Criteria**
Meticulous preplanning ensures success on every visit

◀ **Customised**
Fully tailored to your business needs, time scales and budget

◀ **Consistent**
Dependable support from experienced, multi-skilled data centre specialists

◀ **All-Inclusive**
Comprehensive on-boarding and complete lifecycle support for all hosted equipment

◀ **Convenient**
Trusted service for clients with equipment hosted in remote locations

◀ **Cost-Efficient**
Only pay for the services you use with on-demand support

WHAT'S INCLUDED?

◄ **On-Demand Intelligent Hands**
Our multi-skilled engineers and consultants are on-call 24/7 for task, skill and project based data centre support.

◄ **Comprehensive Discovery Process**
Including full rack, asset and hardware audits, detailed evaluation of your technical infrastructure and operational process review.

◄ **Capacity Management**
Get complete visibility of your data centre environment with regular asset tracking and connectivity management — helping you to save time, plan proactively and increase your ROI.

◄ **Installation & Configuration**
Low-risk, high-quality managed hardware installations, delivered to your exact requirements.

◄ **Pre-Staging**
Off-site build and integration services for fast, efficient and risk-managed equipment installation.

◄ **Connectivity Management**
Fully supported and certified cabling solutions, from design and installation to maintenance and repairs.

◄ **Health Checks**
Reduce risk and increase efficiency with quarterly health checks and hardware audits.

◄ **Server Relocation**
Fully-managed and secure relocation services, meticulously planned and executed by our world-class team.

◄ **Decommissioning**
Full hardware removal, hardware disposal and data destruction. Secure, low-risk and fully compliant.

WHAT OUR CLIENTS SAY

★★★★★

"JSC's experience and knowledge is invaluable. Physical migrations are complex projects and there's certainly always a need for upfront planning, ahead of time. I'm always impressed with his ability to guide and navigate clients through these planning stages to result in a seamless handover. Strong project management, client interaction and adaptability are essential and JSC impresses on each!"

Senior Project Manager, Data Centre Hosting

★★★★★

"JSC's knowledge and experience is exceptional and it provides their clients with extreme confidence. Their planning and attention to detail left no stone unturned and raised a number of questions that we hadn't previously considered. The project was a huge success and well worth the investment, we achieved the physical migration and reconnection of equipment well within planned timescales, returning services to our users within our recovery time objectives. The additional benefit was detailed configuration documentation. I would have no hesitation in using Joyce Solutions in the future."

Senior Director, Government Agency